

Frederick County Department of Aging Day Trip Policies and Procedures for Participants

Participation Guidelines

1. The policies and procedures outlined in the **Department of Aging Guidelines for Participation at Senior Centers** are applicable for all trips sponsored by or affiliated with the Department of Aging. Copies of these guidelines are available at each senior center.
2. Trips are open to any Department of Aging (DoA) registered participant.
3. Participants must be able to function independently without one-to-one assistance or supervision from staff.
4. Individuals, who need assistance to participate, must bring a companion or aide to escort them at all times. The companion must abide by all Department of Aging Senior Center policies and procedures for participation. Companions will travel at the same price as other passengers unless otherwise noted.
5. Participants will abide by the information and instructions provided by DoA staff while participating on a trip. Failure to meet at appointed departure time, observe safety practices, or other instructions could result in suspension from participation.
6. Participants who need special accommodations (wheelchair access, aisle seating, etc.) must indicate such a need at the time of registration. Although every effort will be made to accommodate the request, such accommodations are not guaranteed.

Registration Information

1. Trip announcement and schedule flyers will be posted in all DoA senior centers and on the website.
2. Trip announcement/schedule flyers will be released to senior centers at least one week prior to the date registration opens in order to give all center participants equal opportunity to register.
3. The date when registration opens will be listed on the flyer.
4. The flyer will list the date when registration closes for individual trips.
5. Reservations are on a first come, first served basis and must be paid in full in order to secure a seat.
6. A wait list will be maintained after all seats are reserved. Trips fees will not be collected in advanced for participants on the waitlist. They will only pay once a spot on the trip becomes available.
7. If seats are still available after the registration deadline, the trip will be opened to other senior groups and the general public (adults over age 18).

Registering

1. Participants may register at any of the senior centers.
2. Participant must complete a **trip registration form**.
3. DoA staff will check space availability on applicable **trip rosters**.
4. Trips must be paid in full at the time of registration. A check is the preferred method of payment. Checks should be payable to the *Frederick County Department of Aging*.

Cancellations by the Participant

1. Paid reservations for a trip are non-refundable.
2. If the participant is unable to attend, s/he is responsible for finding someone to take the seat.
3. There may be a wait list for the trip; persons cancelling may check for possible substitutes.
4. The substitute is responsible for paying the person who cancels. The DoA staff may NOT accept or distribute payment between these individuals.

Cancellations by the DoA

1. If the trip is cancelled due to low enrollment, DoA staff will determine if the individual funds can be transferred to another trip or if a refund will be issued by the DoA.
2. If the trip is cancelled due to weather conditions or other uncontrollable circumstances, every effort will be made to reschedule the trip with ample notice to the participants. No refunds will be issued if an individual is unable to participate on the new date. The participant may find a substitute. If the trip cannot be rescheduled, DoA staff will determine if the individual funds can be transferred to another trip or if a refund will be issued by the DoA.

Day of Trip

1. Arrive at the designated departure place 15 minutes before departure time
2. Complete the waiver form, including emergency contact information
3. Meet at the designated time and place to return to Frederick (staff and vehicles may not be able to wait for stragglers)